One-e-App (OEA) Tips Sheet –Medical Home Selection Changes in OEA August 2018



The purpose of this Tips Sheet is to:

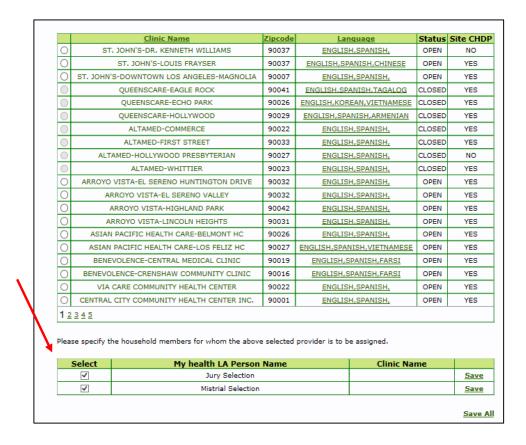
- 1. Explain new changes to the OEA system that require enrollers to select a medical home for each aided household member for New, Renew or Re-add (re-enrollment) applications;
- 2. Explain new changes to the OEA system that make Closed Medical Homes (i.e., clinics that are no longer accepting new members) available for selection for Re-Adds and Renewals for <u>returning participants</u> only.
- 3. Explain new changes to the OEA system that provide information in the Medical Home Summary to reflect the most recent Medical home selection as well as the previous Medical home.
- 4. Explain new changes to the OEA system that provide information in the Program Disposition Detail screen to reflect the most recent medical home selection information.

BACKGROUND: Effective August 2018, OEA was enhanced to allow the selection of different medical homes for each aided household member, and allow the choice of medical home selection to members who were previously assigned to medical homes that are closed to new members at renewal/readd. Previously these options were not available.

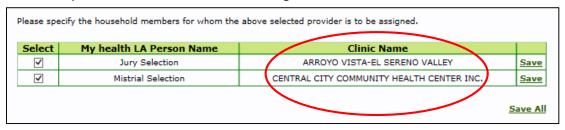
MEDICAL HOME SELECTION SCREEN

Medical Home selection for New, Renewals, and Re-enrollments are now mandatory for all aided participants. Each household member will be prompted to select a Medical Home.

1. At the Medical Home selection screen, you must select the desired medical home and assign each aided member to the Medical Home by checking the 'Select' box for each member. See screen on next page.



2. You may assign a single Medical Home for all household members or assign each household member a different Medical Home. If you are assigning everyone to the same Medical Home you can click on 'Save All'. If you are assigning them to different Medical Homes you will need to select only one person at a time and click on 'Save' for each individual separately. Below is an example of two household members assigned to different Medical Homes.

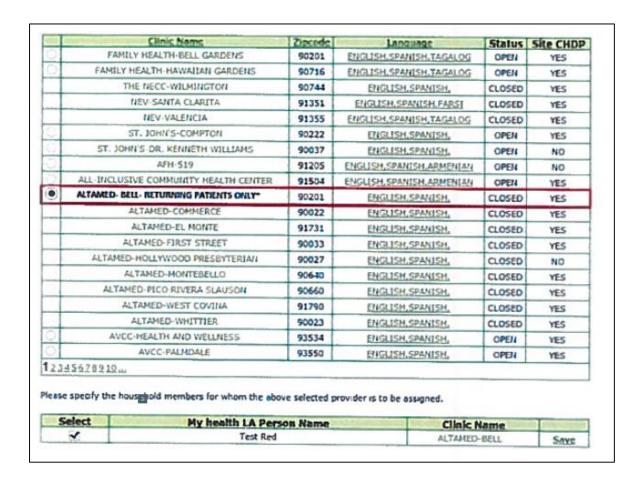


3. If you do not select the box for a household member, OEA will prompt you to do so with the following message. Click 'OK' and proceed to select a medical home for each aided member.



4. Closed Medical homes will be available for selection for returning (i.e., renewing or re-enrolling) participants only. New participants will see the radial buttons greyed-out for closed medical homes and unavailable for selection.

MHLA participants who were most recently assigned to a closed Medical home may select the closed medical home upon returning. Closed Medical homes will appear in the Medical home selection options a 'CLOSED' Status and the Clinic Name will appear with the suffix 'RETURNING PATIENTS ONLY' as shown below.

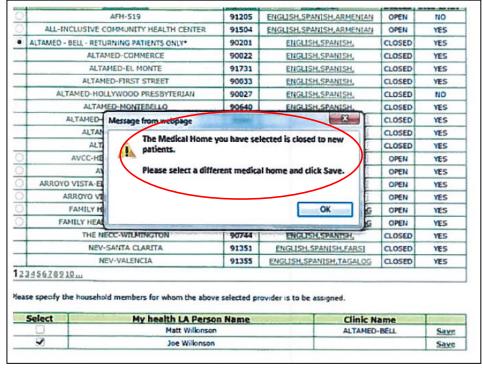


NOTE: For returning participants, their most recently assigned medical home will no longer be automatically assigned under 'Clinic Name'. Returning participants must proceed through the medical home selection process, even if they choose to select the same medicial home they were most recently assigned.

5. For an application that contains a returning and a new participant, OEA will allow the selection of the most recently assigned closed medical home for the returning participant only. See example below.

		AFH-519	91205	ENGLISH. SPANISH, ARMENIAN	OPEN	NO
Ŏ	ALL-INCLU	SIVE COMMUNITY HEALTH CENTER	91504	ENGLISH, SPANISH, ARMENIAN		YES
6		RETURNING PATIENTS ONLY*	90201			
37	ALTAMED-COMMERCE		90201	ENGLISH, SPANISH,	CLOSED	YES
-				ENGLISH, SPANISH,	CLOSED	YES
\rightarrow	ALTAMED-EL MONTE		91731	ENGLISH, SPANISH,	CLOSED	YE5
4	ALTAMED-FIRST STREET		90033	ENGLISH, SPANISH.	CLOSED	YE5
_	ALTAMED-HOLLYWOOD PRESBYTERIAN		90027	ENGLISH, SPANISH,	CLOSED	NO
	ALTAMED-MONTEBELLO		90540	ENGLISH, SPANISH,	CLOSED	YES
4	ALTAMED-PICO RIVERA SLAUSON		90660	ENGLISH, SPANISH.	CLOSED	YES
	ALTAMED-WEST COVINA		91790	ENGLISH, SPANISH,	CLOSED	YES
	ALTAMED-WHITTIER		90023	ENGLISH, SPANISH,	CLOSED	YES
0	AV	CC-HEALTH AND WELLNESS	93534	ENGLISH, SPANISH,	OPEN	YES
		AVCC-PALMDALE	93550	ENGLISH, SPANISH,	OPEN	YES
0	ARROYO VISTA-EL SERENO HUNTINGTON DRIVE		90032	ENGLISH, SPANISH,	OPEN	YES
0	ARROYO VISTA-EL SERENO VALLEY		90032	ENGLISH, SPANISH,	OPEN	YES
0	FAMILY HEALTH-BELL GARDENS		90201	ENGLISH, SPANISH, TAGALOG	OPEN	YES
0	FAMILY HEALTH-HAWAIIAN GARDENS		90716	ENGLISH, SPANISH, TAGALOG	OPEN	YES
	THE NECC-WILMINGTON		90744	ENGLISH, SPANISH,	CLOSED	YES
	NEV-SANTA CLARITA		91351	ENGLISH, SPANISH, FARSI	CLOSED	YES
	NEV-VALENCIA		91355	ENGLISH, SPANISH, TAGALOG	CLOSED	YES
23	45678910					
eas	e specify the ho	susehold members for whom the abo	ve selected pr	ovider is to be assigned.		
Select		My health LA Person Name		Clinic N	Clinic Name	
	V	Matt Wilkinson			ALTAMED-BELL	
~		Joe Wilkinson				Save

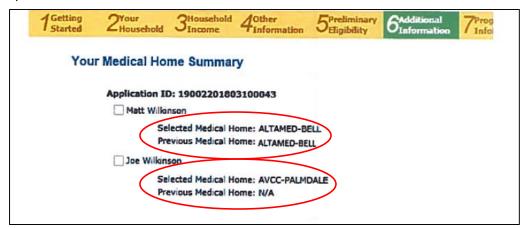
5b. If the new participant attempts to select a closed medical home s/he will receive the message below indicating that they must select another, open medical home.



MEDICAL HOME SUMMARY AFTER SELECTING MEDICAL HOME

After selection of medical home the Medical Home Summary results will show:

- 1. Returning participant's current Selected Medical Home and their Previous (i.e., most recently assigned) Medical Home.
- 2. New participant's current Selected Medical Home, with their Previous Medical Home showing 'N/A'.



PROGRAM DISPOSITION DETAILS AFTER SELECTING MEDICAL HOME

After selection of medical home the Program Disposition Details will show:

- 1. Returning participant's current application details (as RENEWED or READD for a re-enrollment) and their current selected medical home.
- 2. New participant's current application details (as NEW for an initial enrollment) and their current selected medical home.

